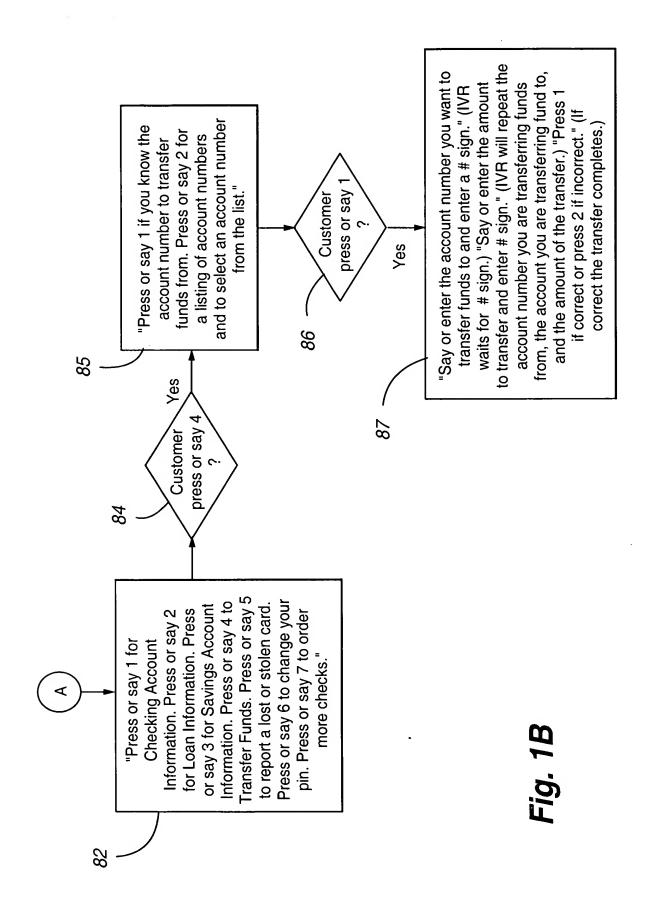


RESPONSE SYSTEM"
Inventor's Name: CHAN et al.

Serial No. 10/736,923 Docket No. 4366-152 Attorney: Douglas W. Swartz Telephone: 303/863-9700

Sheet 2 of 11 sheets



Inventor's Name: CHAN et al. Serial No. 10/736,923 Docket No. 4366-152 Attorney: Douglas W. Swartz Telephone: 303/863-9700 Sheet 3 of 11 sheets "Goodbye." IVR say pound to return to this menu." ž hangs-up. messages. You may press or say 2 to access email. Press or say 3 to access facsimile access voice mail. Press or selection. Press or say 1 to "I did not understand your make a selection Customer Go to Step 111 114 115 Yes say 3 to access fax messages. You may press or say pound to return to this menu." 2 "Press or say 1 to access voice mail. Press or say 2 to access email. Press or saved fax messages. or say 2 to listen to Press or say 1 to messages. Press 'You have # new isten to new fax fax messages." fax messages press or say and # saved Customer Yes 125 113 2 121 saved email messages. or say 2 to listen to Press or say 1 to 100 isten to new email messages. Press email messages." email messages "You have # new and # saved press or say 1 Customer Yes Log into Unified Messaging Account 177 ž 120 mail messages. Press or say 2 to listen to listen to new voice "Press or say 1 to oice mail messages and # saved voice mail messages. press or say "You have # new mail messages." Customer saved voice 123 Yes

"CLIENT CUSTOMIZABLE INTERACTIVE VOICE

Title of Invention:

RESPONSE SYSTEM"

Inventor's Name: CHAN et al. Serial No. 10/736,923

Serial No. 10/736,923 Docket No. 4366-152 Attorney: Douglas W. Swartz Telephone: 303/863-9700

Sheet 4 of 11 sheets

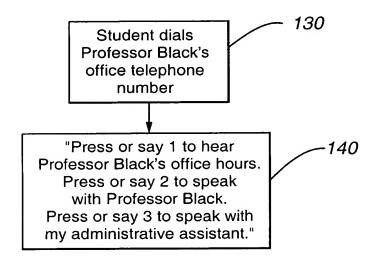
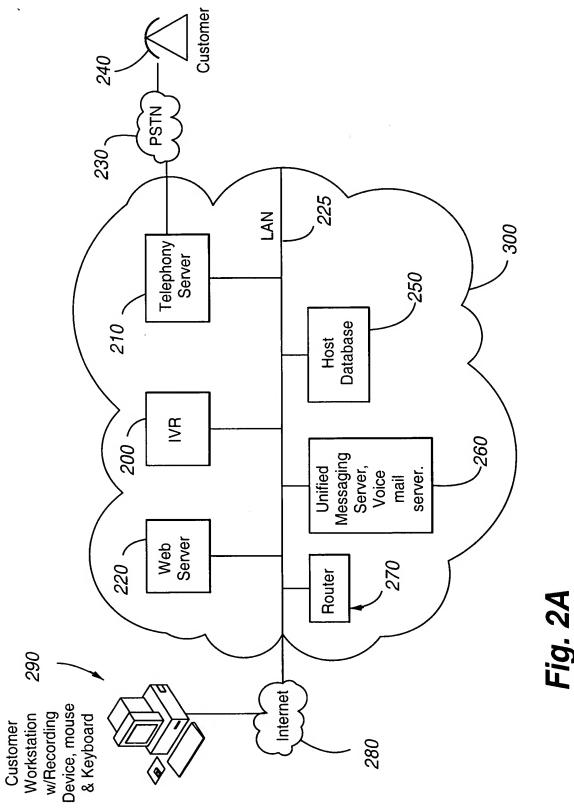


Fig. 1D

Inventor's Name: CHAN et Serial No. 10/736,923 Docket No. 4366-152 Attorney: Douglas W. Swartz Telephone: 303/863-9700 CHAN et al.

Sheet 5 of 11 sheets



Inventor's Name: CHAN et al. Serial No. 10/736,923 Docket No. 4366-152 Attorney: Douglas W. Swartz Telephone: 303/863-9700

Sheet 6 of 11 sheets

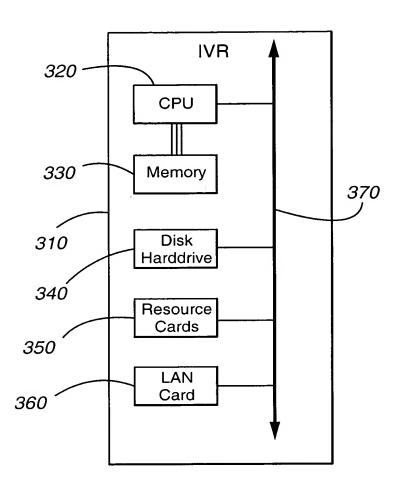
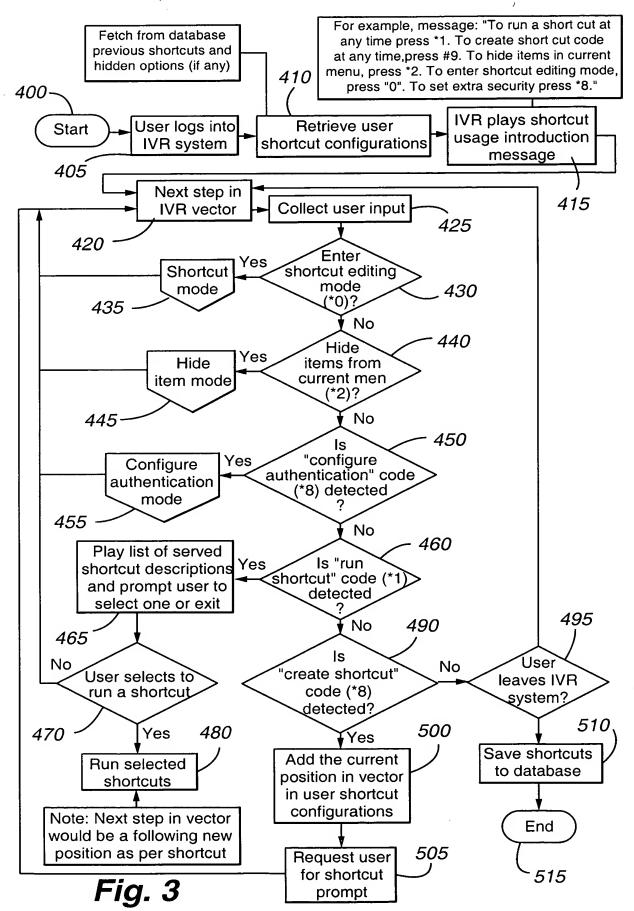


Fig. 2B

Inventor's Name: CHAN et al. Serial No. 10/736,923

Docket No. 4366-152 Attorney: Douglas W. Swartz Telephone: 303/863-9700

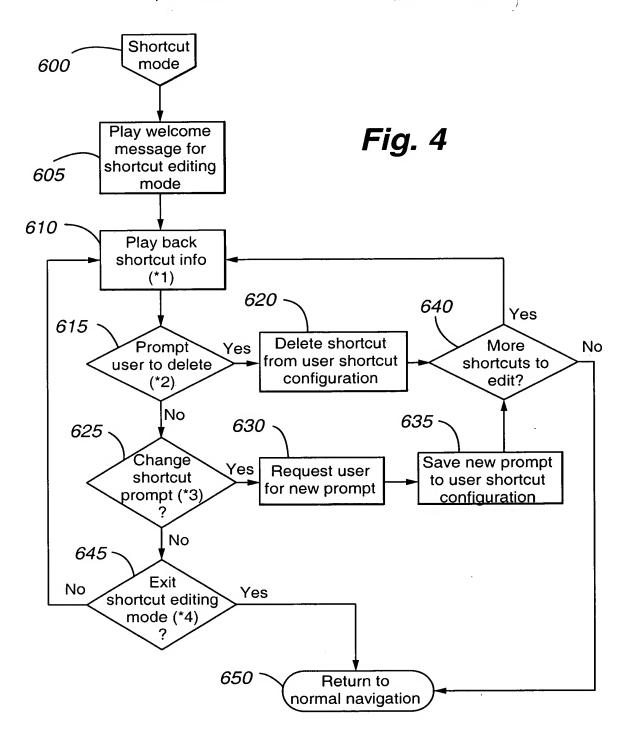
Sheet 7 of 11 sheets

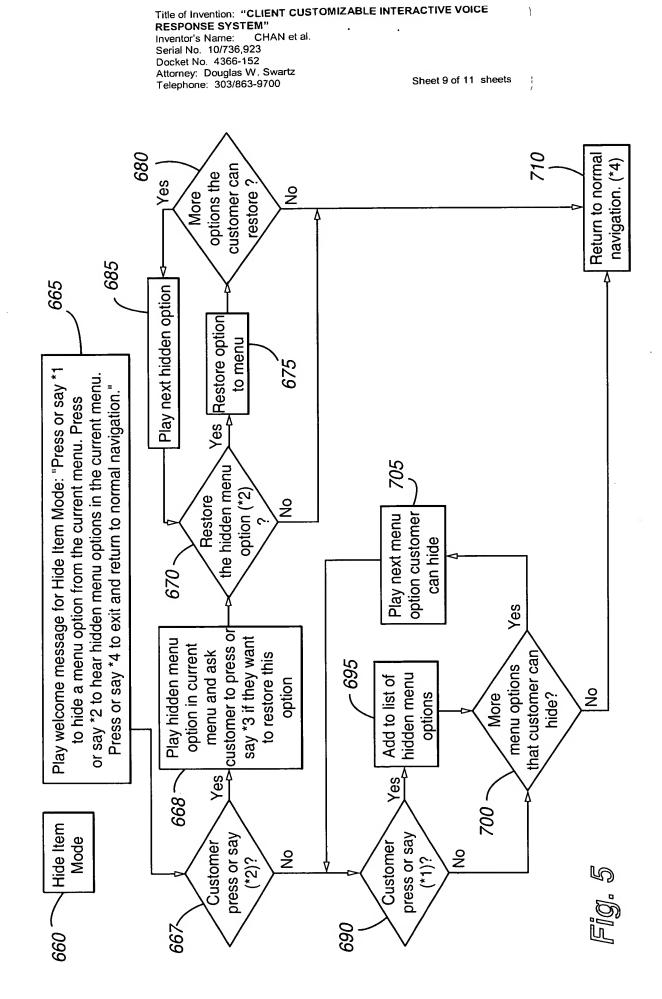


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Sheet 8 of 11 sheets

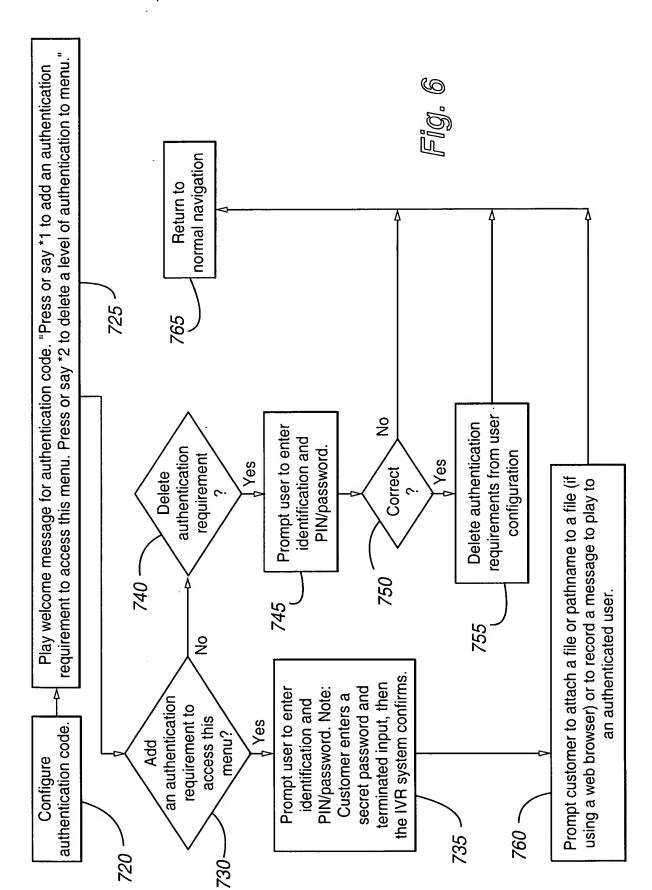




Inventor's Name: C Serial No. 10/736,923 CHAN et al.

Docket No. 4366-152 Attorney: Douglas W. Swartz Telephone: 303/863-9700

Sheet 10 of 11 sheets



Title of Invention: "CLIENT CUSTOMIZABLE INTERACTIVE VOICE RESPONSE SYSTEM"
Inventor's Name: CHAN et al.
Serial No. 10/736,923
Docket No. 4366-152
Attorney: Douglas W. Swartz
Telephone: 303/863-9700
Sheet 11 of 11 sheet

Sheet 11 of 11 sheets

	lumber Prompt Location	•	Path Prompt Location		n and Fie/Path to File/Prompt vord Location
	New Option Number		Navigation Path		Identification and PIN/Password
	Shortcut Navigation Path		Hidden Menu Option		Navigation Path
	Last Name		Last Name		Last Name
Fig. 7A	First Name	Fig. 7B	First Name	Fig. 7C	First Name